

Job Title	: Customer Care Admin
Work Location	: Seoul
Reports to (Direct/ Indirect)	: Manager, Customer Care

ROLE SUMMARY

The CUSTOMER CARE ADMIN works as part of the Customer Care team of the Global Sales & Marketing organization. We build close relationships with our valued customers, distributor partners and sales teams to drive customer loyalty. The CUSTOMER CARE ADMIN owns and manages customer experience on every interaction in a fast paced, structured customer care environment, and acts as the “single-point-of-contact” between Rockwell Automation and its customers, distributors, and internal functions.

KEY RESPONSIBILITIES & DELIVERABLES

1. Delivers highest level of service quality to our internal & external customers in a timely manner
 - a. Own and manage customer experience by providing faster resolution, effortless experience, and better customer connect
 - b. Demonstrate influential communication skills in a multi-channel contact environment (phone, email, chat, service tickets)
 - c. Resolve various issues regarding pre-sales, post-sales or order-tracking support by demonstrating active listening, ownership/initiative, and organization skills
2. Drives timely resolution of all complaints with complete ownership as the Single Point of Contact (SPOC) for the customer
 - a. Monitor the progress of all open request & queries of customers, prompting action on issues that appear to be stalled, and offer creative resolution to work towards proactive control measures
 - b. Drive collaborative issue resolution in partnership with customers, distributors and sales teams by building interpersonal relationships across multiple business units within the organizations
3. Reduces customer efforts and enhances productivity via process improvements
 - a. Analyzes data to identify root cause problems from repetitive calls/issues, and make suggestions for next-issue avoidance.
 - b. Identifies areas for continuous improvement in existing processes to reduce customer effort, and aligns improvement projects to close shortfalls.
4. Improves process maturity of Channel Partners
 - a. Establish close partnership with our distributors and learn their operations by visiting / performing your role at their offices on a rotational basis
 - b. Actively promote utilization of appropriate tools, such as Ecomm & Web UI, that enable effective service delivery by distributor resources

- c. Coach & guide channel partners to adopt continuous improvement in their processes that would ultimately improve the quality of service to customers
5. Enhances competency level in a planned manner
 - a. Develop knowledge of our customers, products and the industries we serve
 - b. Keep abreast with the continuing changes within the company, and excel in specific business systems and IT applications
 - c. Undertake specific knowledge enhancement activities that will make you skilled at multitasking, prioritizing and communicating with impact & influence, to ensure high levels of customer satisfaction

JOB REQUIREMENTS

Mandatory

- Minimum 4-6 years' experience in handling customer operations / business processes
- Full-time Bachelor's Degree
- Willingness for business travel

Desirable

- Bachelor's Degree in Engineering
- Post-Graduation Degree/Diploma in Management
- Certification on data analysis and/or experience with specific data analytics tool
- Experience with SAP – CRM, ERP, ECC

ROLE-BASED BEHAVIORS REQUIRED

- **Positive Language** - Communicate clearly through positive words/statements & persuade others effectively.
- **Ownership** - Accepts individual responsibility of consequences of all the actions taken
- **Advocacy & Alternate Positioning** - Championing of the customers and finding most optimal solutions for issue resolution
- **Issue diagnosis, Resolution & Next issue avoidance** - Understanding customers underlying issues and identifying the right solutions
- **Build Organizational Talent** - Provides others with a clear direction, offer development opportunities & coaching
- **Process Knowledge & Education** - Possesses the skills & knowledge to perform job effectively and share knowledge with continuous learning
- **Channel Navigation** - Takes the initiatives to work with others to achieve business goals
- **Active Listening** - Understands completely, uses questioning skills proactively & demonstrates empathy.